

ZiO!TM

USER'S MANUAL

[Click Here to Begin](#)



MICROTECH



CONTENTS



HELP



CONTACT



BACK



NEXT

USER'S MANUAL

ZiO!™

CONTENTS

Home — 

How to use this online guide — 

Getting started — 

Connecting to a Macintosh — 

Connecting to a PC Compatible — 

How to use the Microtech ZiO! — 

Troubleshooting your Microtech ZiO! — 

Obtaining Technical Support — 

How-to contact us — 



CONTENTS



HELP



CONTACT



BACK



NEXT

USER'S MANUAL

ZiO!™

HOW TO USE This Online Guide

Controls in this online guide — 

Controls within Adobe®
Acrobat® Reader? — 



Controls in this online guide



CONTENTS

Go to the Table of Contents.



HELP

Go to this page ("How to Use This Online Guide").



CONTACT

How to contact Microtech via e-mail, telephone, fax, or standard mail.



NEXT

Go to next page.



BACK

Go back to previous page.



Text and buttons are also used throughout this guide (such as in the Table of Contents). Underlined text links (similar to a text link on a web page) are also used. The mouse pointer will change to a pointing hand () when ever you pass over an active link.

Controls within Adobe® Acrobat® Reader



Go to next page or to previous page. (Note: The "Left" and "Right" arrows on the keyboard can also be used to advance to the previous or next page. The "Up" and "Down" arrows can be used to scroll up or down on a current page, as well as advance pages).



Undo or redo of certain actions or of pages visited.



Go to beginning or end of this document.



Zoom in and zoom out.

USER'S MANUAL

ZiO!™

1 GETTING STARTED

Introduction — 

What's included with the
Microtech ZiO! — 

System Requirements — 

Parts of Microtech ZiO!
Card Readers — 

Registering the Microtech ZiO! — 



CONTENTS



HELP



CONTACT



BACK



NEXT

Introduction

Thank you for purchasing the ZiO!™ from Microtech™.

The Microtech ZiO! is a card reader/writer available in four different models (CompactFlash, SmartMedia, Secure Digital / MultiMediaCard, and Memory Stick) for new Apple iMac, iBook, G3/G4, and PC Compatible owners. The Microtech ZiO! is easy to use and provides transfer rates of up to 900KB/sec. With the Microtech ZiO!, audio and video files, cell phone databases, and more can now be shared easily between your digital device (camera, cell phone, MP3 player, etc) and your computer.

What's included with the Microtech ZiO!

The Microtech ZiO! includes the following package contents:

- Microtech ZiO! (either CompactFlash, Secure Digital / MultiMediaCard, SmartMedia, or Memory Stick version)
- Microtech Installer CD (includes this User's Guide, drivers, and free software)
- 1-meter USB extender cable
- ZiO! Quick-Start Guide
- Warranty Registration Card

System requirements

PC Compatible:

- Desktop or laptop PC Compatible with an available USB port
- Windows 98, 98 SE, 2000, or Me
- CD-ROM Drive (for software installation)

Macintosh:

- Macintosh computer with an available USB port
- Mac OS 8.5 or higher
- CD-ROM Drive (for software installation)



CONTENTS



HELP



CONTACT



BACK



NEXT

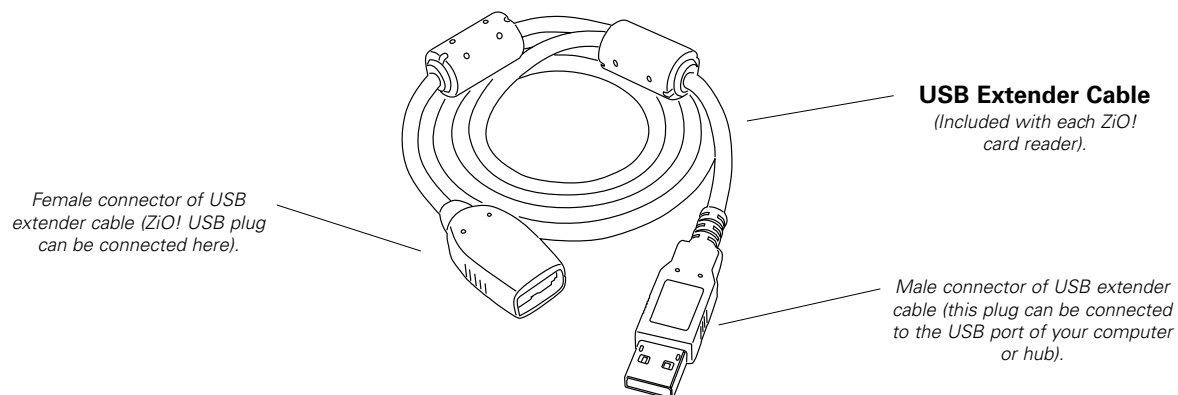
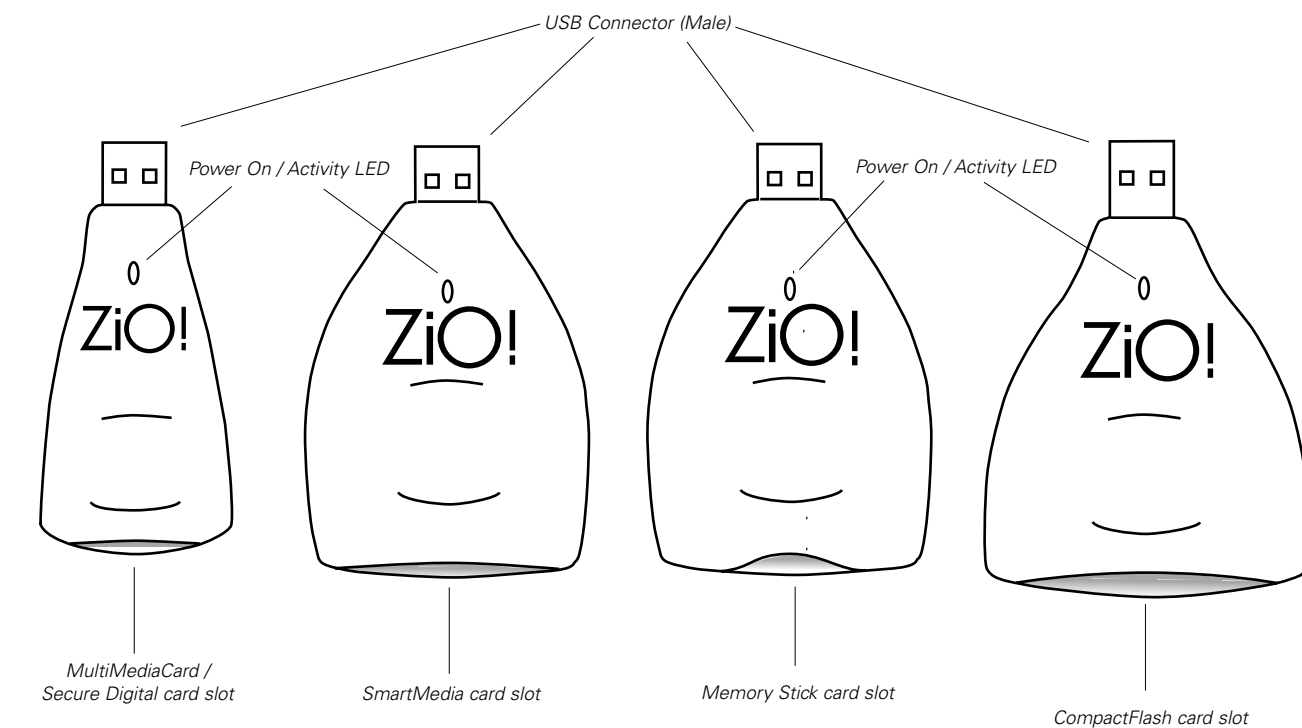
Parts of Microtech ZiO! Card Readers

**ZiO! MultiMediaCard /
Secure Digital Reader**

ZiO! SmartMedia Reader

ZiO! Memory Stick Reader

ZiO! CompactFlash Reader



Registering the Microtech ZiO!

Thank you again for purchasing the Microtech ZiO!. In order for us to better serve you, we encourage you to register your Microtech ZiO! as soon as possible. There are several benefits to registering the Microtech ZiO!:

- 1.** Registering your Microtech ZiO! entitles you to free periodic driver software updates when available.
- 2.** Registering your Microtech ZiO! entitles you to toll free technical assistance from Microtech.

There are three options for you to register the Microtech ZiO!:

- 1.** Register online at **<http://www.microtechint.com/register>** for instant registration.
- 2.** Complete and mail the included Warranty Registration Card to Microtech.
- 3.** Complete and fax the included Warranty Registration Card to Microtech.

**Click here to
register online**

USER'S MANUAL

ZiO!™

CONNECTING to a Macintosh

Installation overview — 

Installing the driver software — 

Connecting to the USB port — 

Connecting to a USB hub — 



Installation overview

The Microtech ZiO! is relatively easy to install and operate. To avoid complications during the installation process, please follow the steps in order as described in this chapter.

Installing the driver software

IMPORTANT NOTE: For the ZiO! MultiMediaCard / Secure Digital and ZiO! Memory Stick card readers, driver installation is only required for Mac OS 8.5 and 8.6. Driver installation **is not** required for Mac OS 9.x and greater. Driver installation is required for the ZiO! CompactFlash and ZiO! SmartMedia readers for Mac OS 8.5 and greater.

1. Start your Macintosh computer and close all open applications.
2. Insert the Microtech Installer CD-ROM.
3. Double-click on the "USB ZiO!™ Installer" icon.
4. A splash screen will appear. Click "**Continue**."

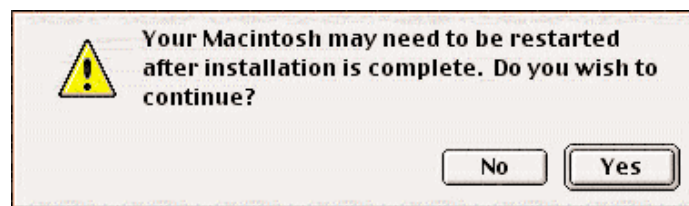


5. Another screen will appear containing a ReadMe file. After viewing the ReadMe file click "**Continue**" to proceed.

6. Select your ZiO! model from the list (as shown below) to install the appropriate drivers and then click "**Install**."



7. Another screen will appear containing the Software License Agreement. Please read the agreement and when finished, click "**Agree**."
8. A dialog box will appear advising that you may have to restart your computer after installing the software, click "**Yes**" to continue. Your Macintosh will then begin performing the installation and a status bar will appear displaying the progress of the installation.
NOTE: the actual driver installation should take only a few seconds.

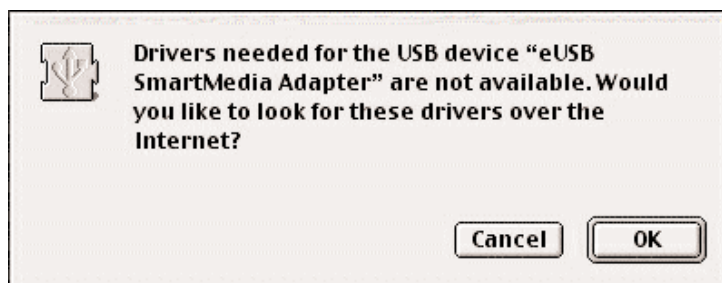


5. A final dialog box will appear advising that the software was successfully installed. Click "**Restart**."



Congratulations! Driver installation is now complete. You may now connect the Microtech ZiO! to your computer after restarting. Proceed to the next page for instructions on connecting the Microtech ZiO!.

INSTALLATION NOTE: If you attempt to attach the ZiO! USB connector to the USB port of your Macintosh or hub prior to installing the Microtech ZiO! drivers you may receive the following (or a similar) message:



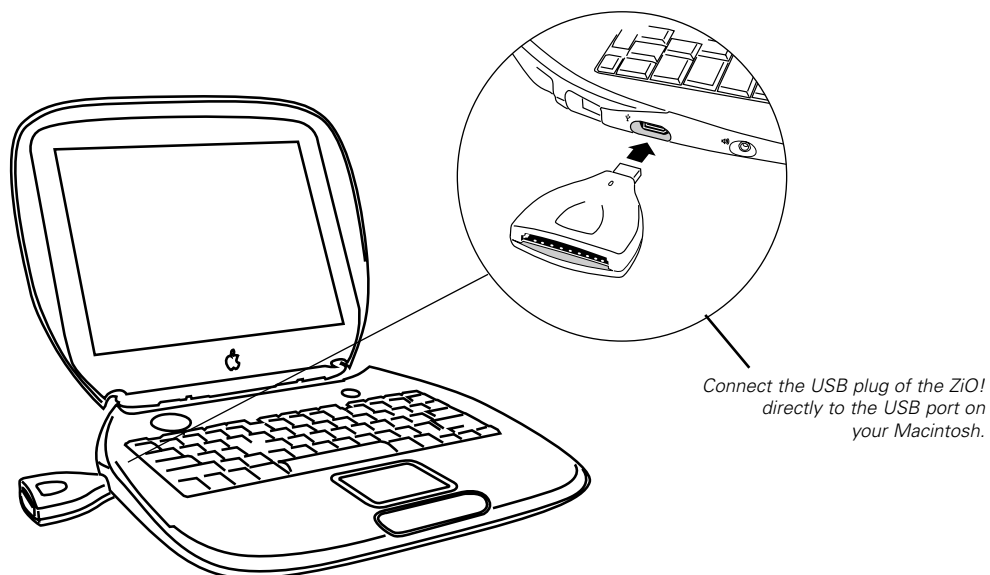
If this occurs, click "**Cancel**", install the driver software from the CD-ROM, and then connect the ZiO!. For more information on attaching USB devices proceed to the section "Connecting to the USB Port" (page 13) or "Connecting to a USB Hub" (page 15).

Connecting to the USB port

- 1. Connect the USB connector of the Microtech ZiO! to the USB port of your Macintosh computer. Use only the primary ports located on the back (G3, G4) or side (iMac, iBook) - do not use the USB port on the keyboard.** If necessary, connect the ZiO! first to the included USB extender cable, then connect the other end of the extender cable to your USB port.
- 2. Make sure the cable ends are firmly connected.** Be careful not to confuse the upper and lower parts of the connector. Do not force connections, as this may damage the computer or the Microtech ZiO!.

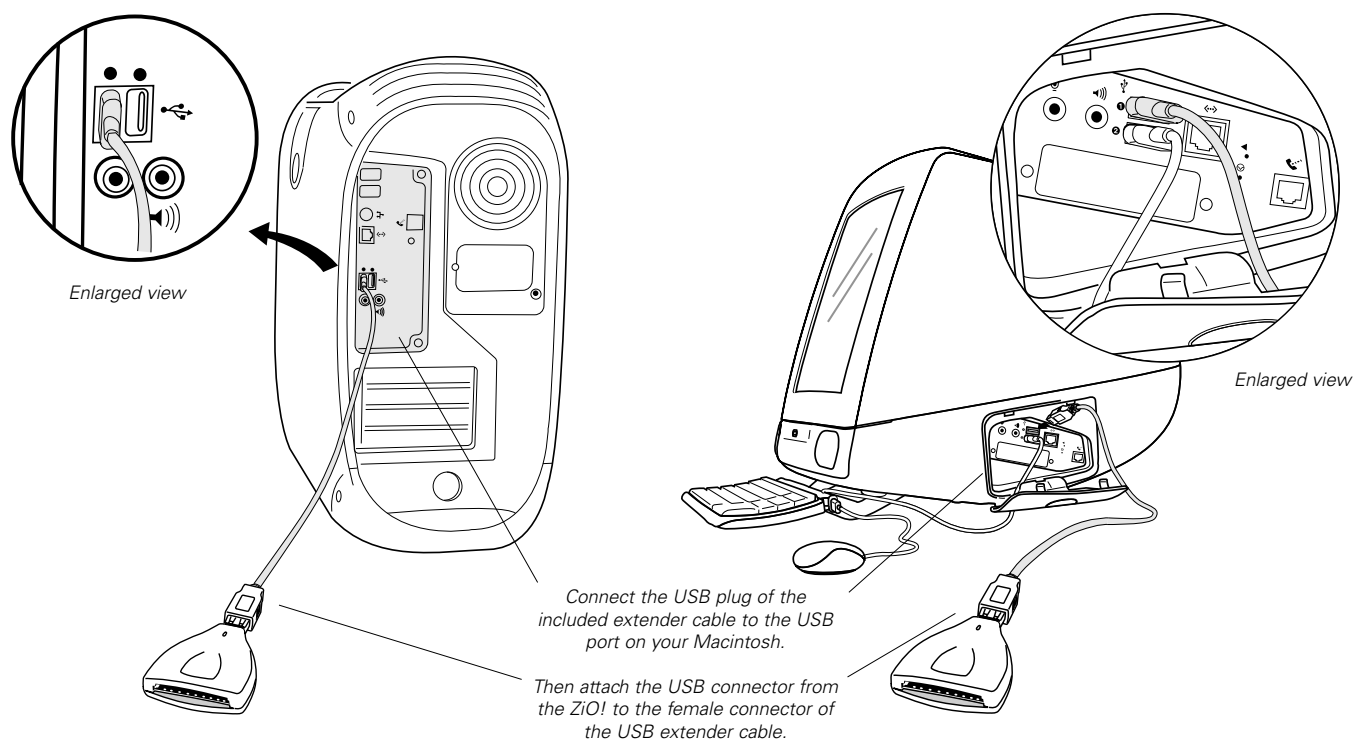
NOTE: The ZiO! may be connected to the computer while the computer is running.

In the illustration below, the ZiO! connects directly to the USB port on your Macintosh. The ZiO! can also be connected using the included extender cable (see next page) so it can be positioned in more convenient locations.



Connecting to the USB port (continued)

The ZiO! can be connected directly to the USB port (as shown on the previous page) or by using the included extender cable (as shown below) so it can be positioned in more convenient locations. As shown in the illustrations below, attach the USB connector from the ZiO! to the female end of the USB extender cable. Then connect the USB plug of the included USB extender cable to the USB port on your Macintosh.

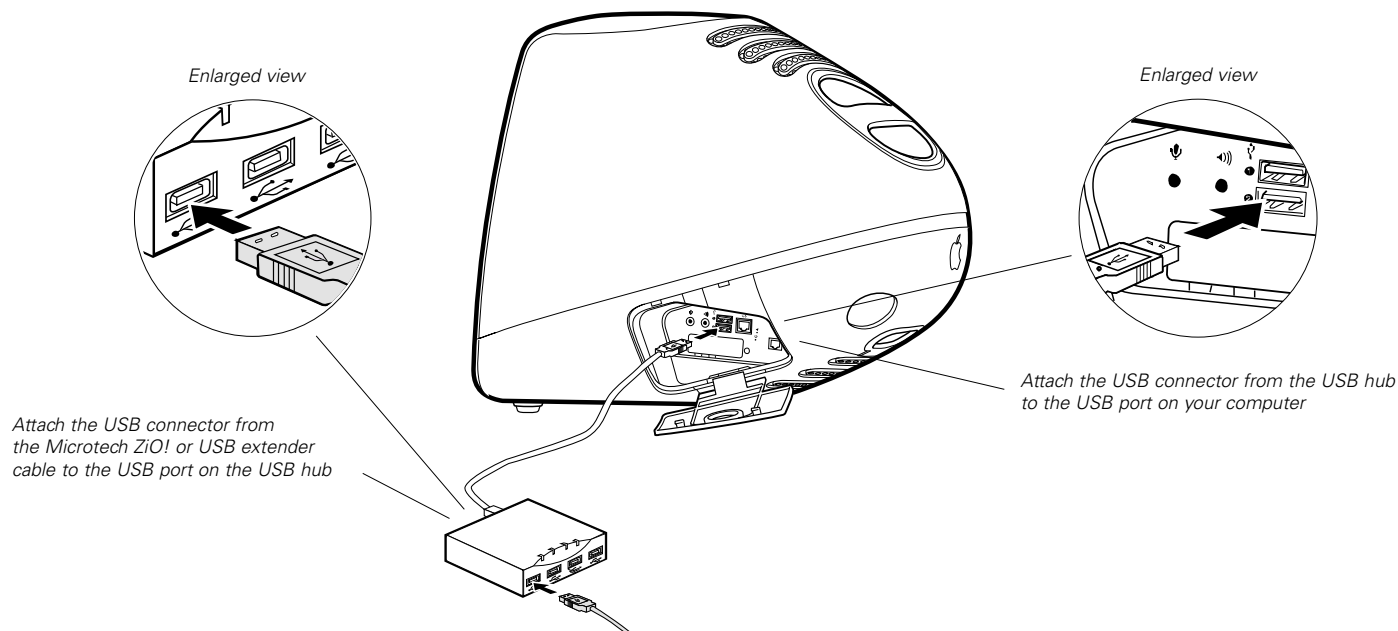


Connecting to a USB hub

- 1. Connect the USB hub (purchased separately) to the USB port on your Macintosh.**
NOTE: Use only with a powered USB hub.
- 2. Then connect the USB connector of the Microtech ZiO! to a port on the USB hub.** If necessary, connect the ZiO! first to the included USB extender cable, then connect the male end of the extender cable to a port on the USB hub.

NOTE: The USB cable may be plugged into the computer or hub while the computer is running.

IMPORTANT: Make sure the cable ends are firmly connected. Be careful not to confuse the upper and lower parts of the connector. Do not force connections, as this may damage the computer or the Microtech ZiO!.



USER'S MANUAL

ZiO!™

CONNECTING to a PC Compatible

Installing the driver software — 

Connecting to the USB port — 

Connecting to a USB hub — 



Installing the driver software

The Microtech ZiO! is relatively easy to install and operate. To avoid complications during the installation process, please follow the steps in order as described in this chapter. Before connecting and using the Microtech ZiO!, you must first install the driver software located on the accompanying Microtech Installer CD.

IMPORTANT NOTE: For the ZiO! MultiMediaCard / Secure Digital and MemoryStick readers, driver installation is only required for Windows 98/98SE, and is not required for Windows 2000/Me. Driver installation is required for the ZiO! CompactFlash and ZiO! SmartMedia readers for all Windows Operating Systems.

NOTE: The screenshots below may vary slightly from those on your computer.



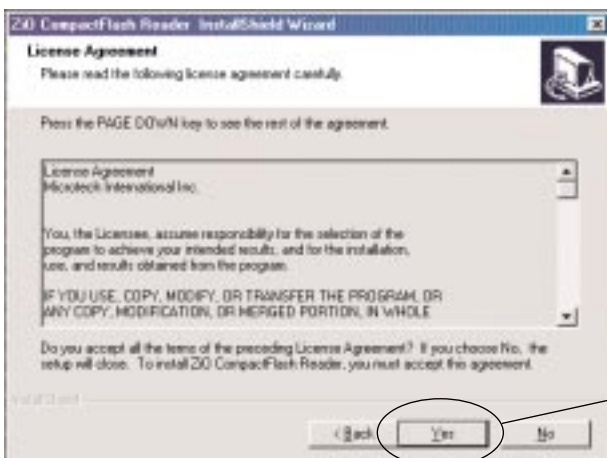
Click **Install Drivers**.



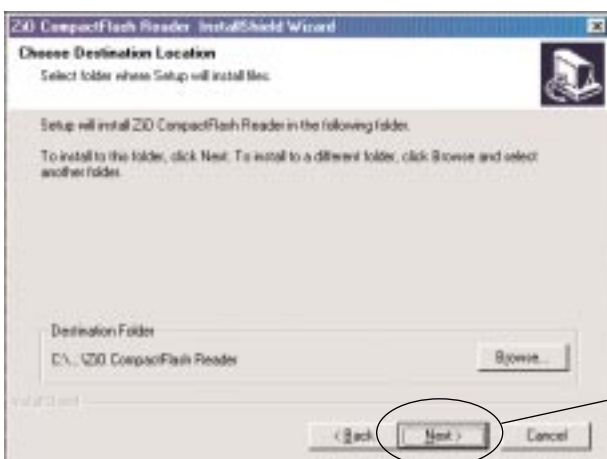
1. Start your computer running Windows 98, 2000, or Me. Please close any open applications. Insert the Microtech Installer CD. The auto-run program will then launch the setup application automatically. If the installer does not begin automatically, double-click on "**My Computer**." Next double-click on the drive corresponding to your CD-ROM, then double-click on the "**Setup.exe**" file to begin.
2. A menu will appear with several options (as shown on top left). Select "**Install Drivers**" from the first menu. Note: from this menu you can also access the Microtech Web Site, the ReadMe First file for a quick ZiO! over-view, as well as the included bonus software.
3. On the next screen (as shown on left), select the ZiO! model you purchased from the four models displayed. (ZiO! CompactFlash, ZiO! MultiMediaCard / Secure Digital, ZiO! SmartMedia, or ZiO! Memory Stick).



Click **Next**.



Click **Yes**.



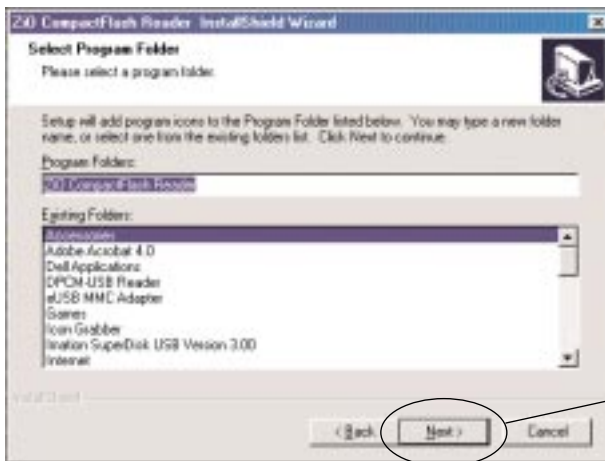
Click **Next**.

- 5.** After a few moments the setup program displays a dialog box similar to the one as shown on left. Click **"Next."**

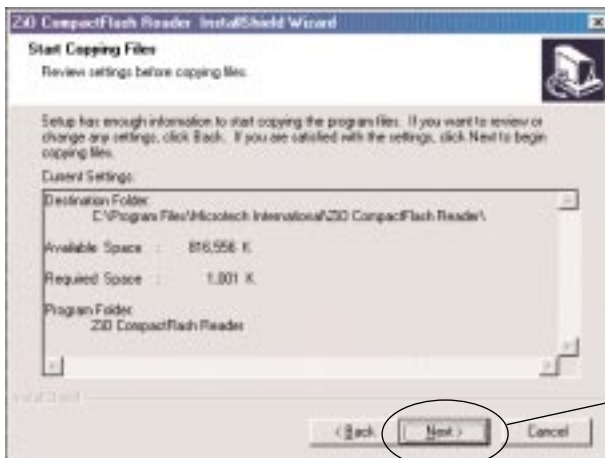
- 6.** Read the license agreement and click **"Yes"** as shown on left.

- 7.** Click **"Next,"** to install the drivers to the default location on your computer.

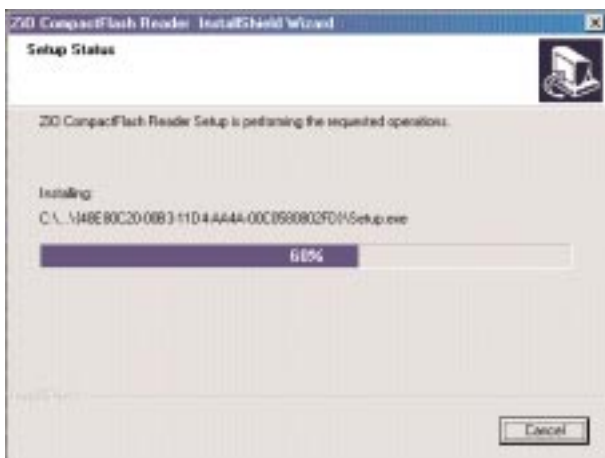




8. Click **"Next"** to accept the default program folder that will be installed for your ZiO!.



9. An overview of the installation will appear. Click **"Next"** to continue installation.



10. You will then see a status window advising the progress of the current installation (as shown on left).



Click **Next.**

- 11.** A dialogue box will appear asking if you would like to read the included "ReadMe" file. To view the "ReadMe", click **"Next."** A new window containing the "ReadMe" will open. When finished viewing the "ReadMe" file close the window. If you choose not to view the "ReadMe", deselect the check box near "Yes I want to view the ReadMe file" and click **"Next."**



Click **Finish**

- 12.** Click **"Finish"** and restart your computer once the installation is complete.

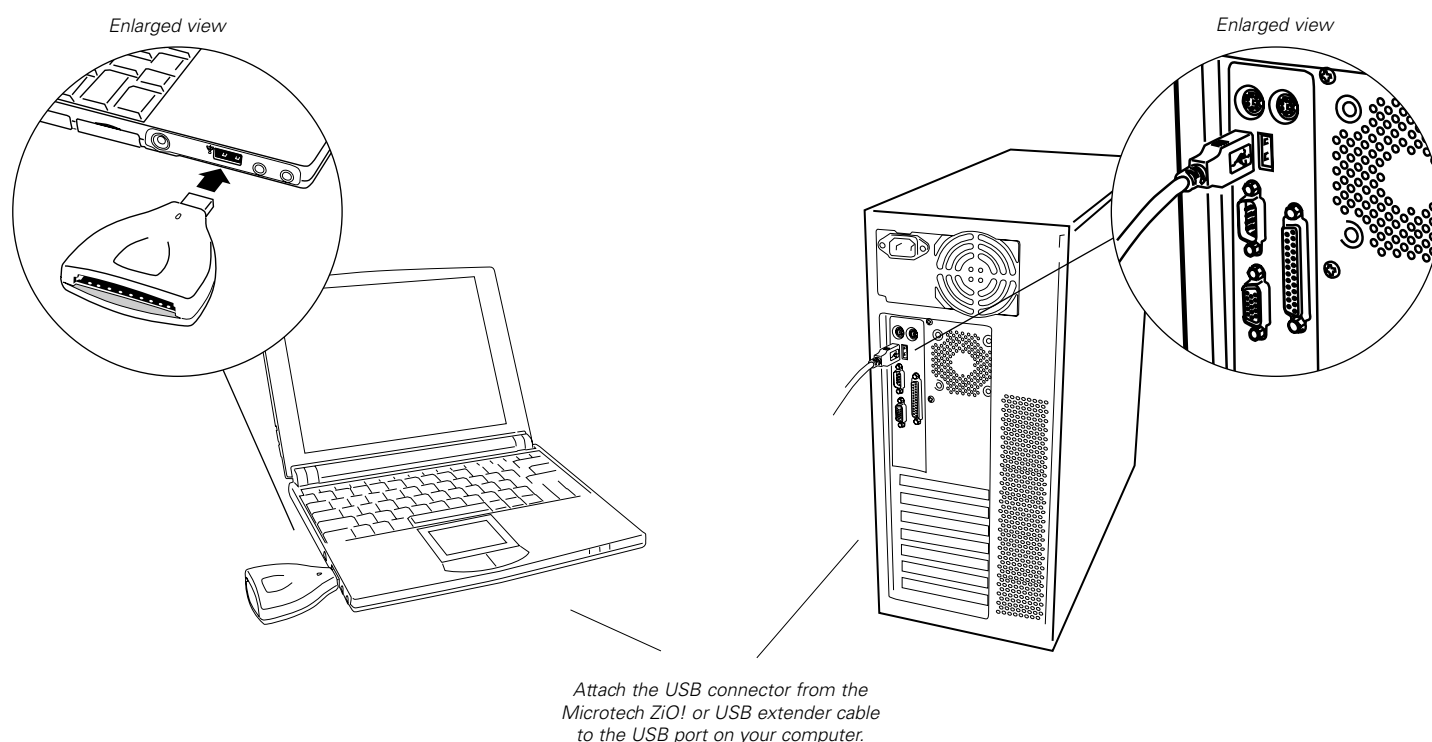
Congratulations! The installation is now complete. You may now connect the Microtech ZiO! to your computer after restarting. Proceed to the next page for instructions on connecting the Microtech ZiO!.

Connecting to the USB port

- 1. Connect the USB connector of the Microtech ZiO! to the USB port on your computer.** If necessary, connect the ZiO! first to the included USB extender cable, then connect the other end of the extender cable to your USB port.

NOTE: The ZiO! may be connected to the computer while it is running.

- 2. Make sure the cable ends are firmly connected.** Be careful not to confuse the upper and lower parts of the connector. Do not force connections, as this may damage the computer or the Microtech ZiO!.



Connecting to a USB hub

1. **Connect the USB hub (purchased separately) to your computer's USB port.**

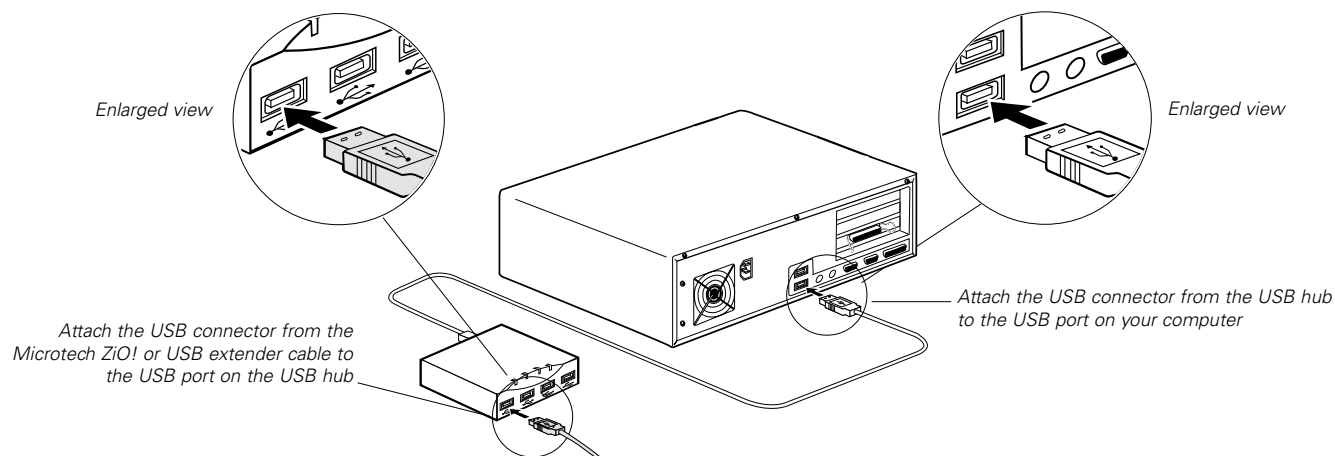
NOTE: Use only with a powered USB hub.

2. **Then connect the USB connector of the Microtech ZiO! to a port on the USB hub.**

If necessary, connect the ZiO! first to the included USB extender cable, then connect the other end of the extender cable to a port on the USB hub.

NOTE: The USB cable may be plugged into the computer or hub while the computer is running.

IMPORTANT: Make sure the cable ends are firmly connected. Be careful not to confuse the upper and lower parts of the connector. Do not force connections, as this may damage the computer or the Microtech ZiO!.



USER'S MANUAL

ZiO!™

4 HOW TO USE the Microtech ZiO!

Digital media card compatibility — 

Inserting a SmartMedia card — 

Inserting a CompactFlash card — 

Inserting a MultiMediaCard
or Secure Digital card — 

Inserting a Memory Stick Card — 

Inserting and accessing a card (Macintosh) — 

Formatting cards (Macintosh) — 

Removing a card (Macintosh) — 

Inserting and accessing a card (PC) — 

Formatting cards (PC) — 

Removing a card (PC) — 



This section describes the operation relating to the Microtech ZiO! and digital media cards. To avoid complications while attempting to use your Microtech ZiO!, Microtech recommends reading this entire chapter. For installation information, refer to “Chapter 2: Connecting to a Macintosh” (page 9) or “Chapter 3: Connecting to a PC Compatible” (page 16).

Digital media card compatibility

The Microtech ZiO! is a card reader available in four different models - ZiO! CompactFlash, ZiO! MultiMediaCard / Secure Digital, ZiO! SmartMedia, and ZiO! Memory Stick.

The SmartMedia ZiO! is only compatible with 3.3 Volt SSFDC format cards. The SmartMedia ZiO! can accept SmartMedia™ cards in current capacities of up to 128MB.

The CompactFlash ZiO! is compatible with all current CompactFlash™ cards available on the market, as well as cards in the CFII and CF+ Type II formats, such as the IBM Microdrive™.

The MultiMediaCard / Secure Digital ZiO! is compatible with most brands of MultiMediaCard and Secure Digital card formats.

The Memory Stick ZiO! is compatible with both Memory Stick and Magic Gate Memory Stick.

NOTE: Secure mode of Sony MagicGate is not supported

Inserting a SmartMedia card

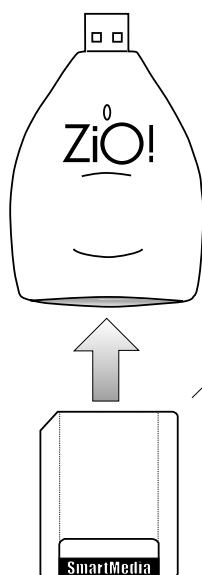
1. Position the SmartMedia card in the direction as shown in the illustration on the next page.
2. Insert the card into the slot with the gold contact facing down. **Gently** push the card in all the way until the card is fixed in place.

WARNING: Be careful not to insert the SmartMedia card in the wrong direction. Be sure to insert the SmartMedia with the gold contacts facing down. If it is forced in, the ZiO! or the SmartMedia may be damaged, or data on the card may be lost or corrupted. If the computer is not recognizing the media, or if it does not fit correctly, re-orientate the media and try reinserting it.

Inserting a SmartMedia card (continued)

Insert the SmartMedia card as shown below. The Microtech ZiO! can only accept 3.3V SmartMedia cards. Notice the notched corner of the SmartMedia card. The location of the notch for a 3.3V SmartMedia card will appear on the right hand side when you are looking directly at the gold contacts from the top - refer to the illustration at the bottom of the page. Flip the card over and be sure to **insert the (3.3V) SmartMedia card with the gold contacts facing down** (therefore the notch will now be located on the left when the gold contacts are face down).

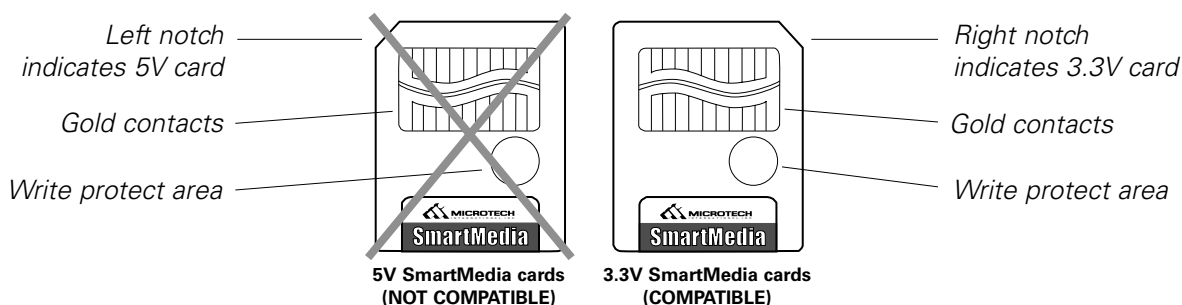
IMPORTANT NOTE: 5V SmartMedia cards are not supported with the ZiO! SmartMedia card reader.



Insert card with the notched corner head first and the gold contacts face down.

Note: As shown on the left, you should not see the gold contacts or write protect area when inserting the card with the ZiO's! label facing up.

SmartMedia Card Comparison (view of cards from top)

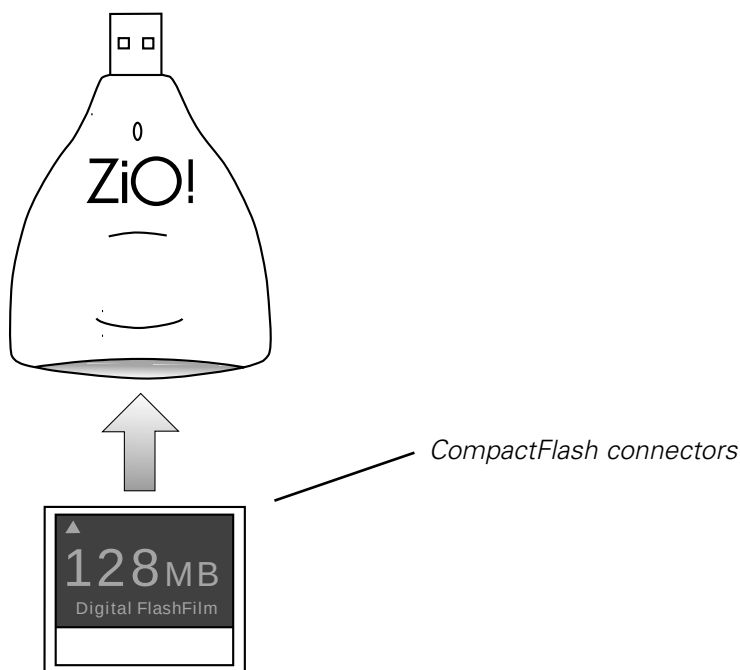


Inserting a CompactFlash card

1. Position the CompactFlash card in the direction as shown in the illustration below.
2. Insert the card being certain of the orientation - all leading manufacturers of CompactFlash cards adhere to a specification requiring a positive keying of the card. Gently push the card in all the way until the card is locked in place. The card will slide in on the molded rails and a slight amount of resistance will be felt as the connectors make contact. This is normal.

WARNING: Be careful not to insert the CompactFlash card in the wrong direction - be sure the connectors are facing inward and the card is not inserted upside down. If it is forced in, the ZiO! or CompactFlash card may be damaged or data on the card may be lost or corrupted.

IMPORTANT: If excessive force is required or the card just doesn't seem to fit, do not attempt to force the card in the reader, instead, call Microtech's toll free tech support number for assistance.



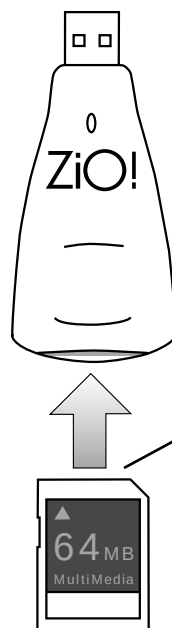
Inserting a MultiMediaCard or Secure Digital card

1. Position the card in the direction as shown in the illustration below.
2. Insert the card into the slot with the gold contacts facing down. **Gently** push the card in all the way until the card is fixed in place.

IMPORTANT: Notice the notched corner of the MultiMediaCard or Secure Digital card and be careful not to insert the MultiMediaCard / Secure Digital card in the wrong direction. To insert properly, be sure that the card is positioned so that the recessed notch is located on the upper right corner. You **should not** see the gold contacts of the card when inserting it into the slot. When inserted properly, the gold contacts will be located underneath the card as you look at it from the top.

WARNING: Insert the card gently. If it is forced in, the ZiO! or the actual card may be damaged, or data on the card may be lost or corrupted. If excessive force is required, or the card just doesn't seem to fit, do not attempt to force the card in the reader, instead call Microtech's toll free tech support number for assistance.

NOTE: To utilize advanced features of Secure Digital cards as well as locking and encryption features, please refer to the documentation provided with your Secure Digital card or host device.



Position the card as shown.

NOTE: The recessed notch should be located in the upper right corner of the card.

Inserting a Memory Stick card

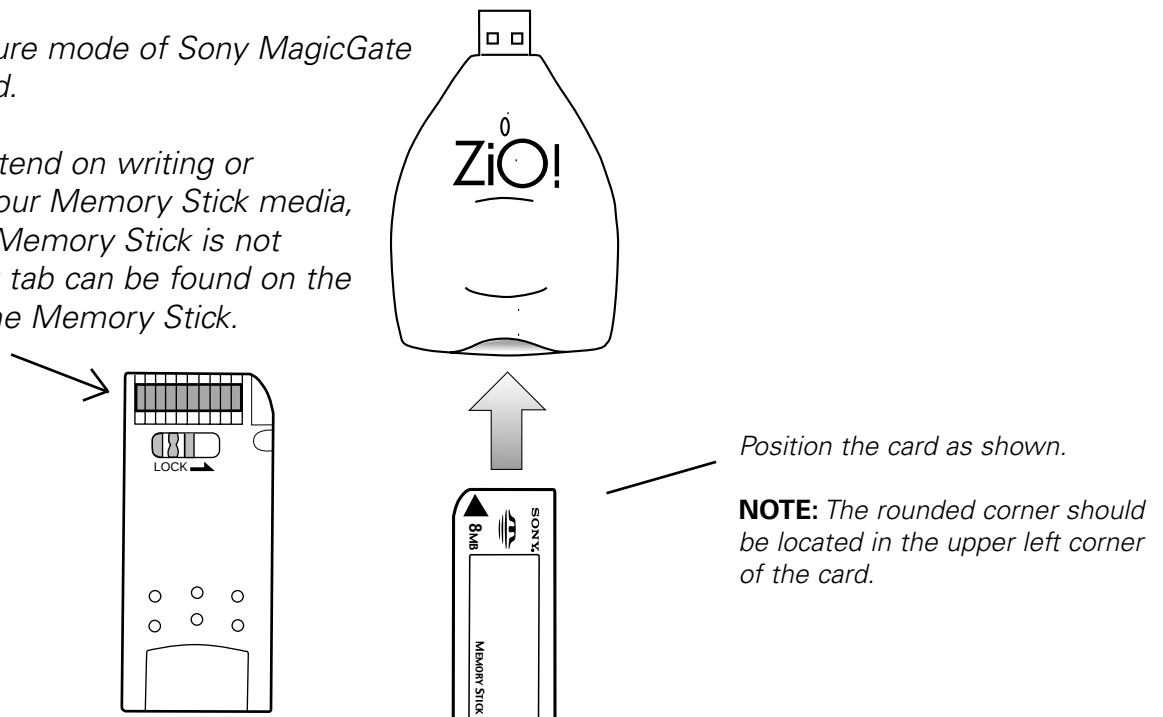
1. Position the Memory Stick in the direction as shown in the illustration below.
2. Insert the Memory Stick into the slot with the gold contacts facing down. **Gently** push the Memory Stick in all the way until the card is fixed in place.

IMPORTANT: Notice the rounded corner of the Memory Stick card and be careful not to insert the Memory Stick in the wrong direction. To insert properly, be sure that the card is positioned so that the rounded corner is in the upper left corner. You **should not** see the gold contacts of the Memory Stick when inserting it into the slot. When inserted properly, the gold contacts will be located underneath the card as you look at it from the top.

WARNING: Insert the Memory Stick gently. If it is forced in, the ZiO! or the Memory Stick may be damaged, or data on the card may be lost or corrupted. If excessive force is required, or the card just doesn't seem to fit, do not attempt to force the card in the reader, instead call Microtech's toll free tech support number for assistance.

NOTE: The secure mode of Sony MagicGate is not supported.

NOTE: If you intend on writing or deleting from your Memory Stick media, make sure the Memory Stick is not locked. The lock tab can be found on the under side of the Memory Stick.

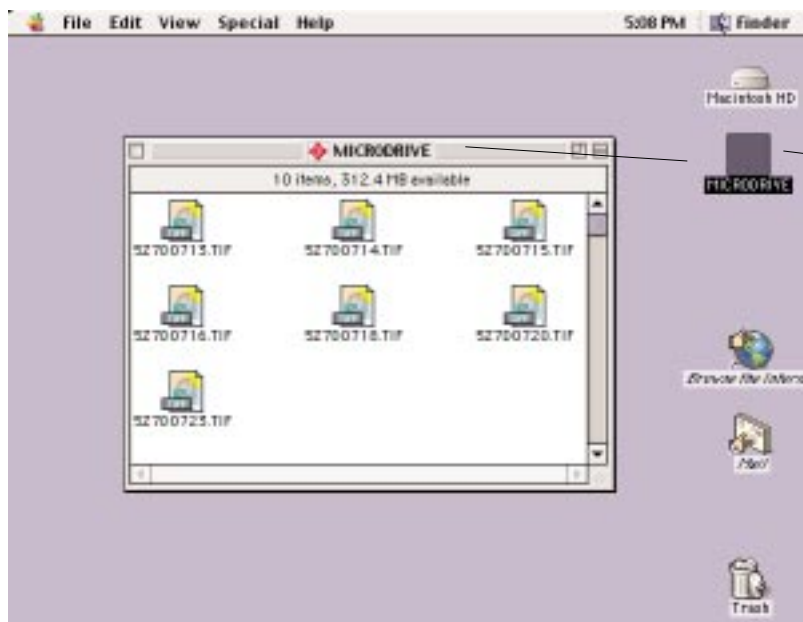


Inserting and accessing a card (Macintosh)

After a card is inserted on a Macintosh computer, a distinct icon will appear on the Mac OS desktop. This is the "mounted" state, which enables read and write operations for the card. The time required between card insertion and mounting depends on the type and brand of card. Usually, a card can be mounted and accessed within a few seconds.

When a card is mounted, it can be used in the same fashion as a floppy or other type of removable disk. Double-click the icon to open it's respective file window. For example in the screen shot below - an IBM 340MB Microdrive was inserted into the CompactFlash ZiO!. By double-clicking on the Microdrive icon you will see it contains 10 high resolution TIF images taken on a professional digital camera. The images stored on this Microdrive can be dragged, copied, opened, edited, deleted, and so forth. With the Microtech ZiO!, audio and video files, cell phone databases, and more can now be shared easily between your digital device (camera, cell phone, MP3 player, etc) and your Macintosh.

IMPORTANT: Be sure you have installed the Microtech ZiO! drivers prior to attempting to operate the Microtech ZiO!. Also be sure the Apple "File Exchange" control panel is set to load in your system folder - you can activate it using the Apple "Extensions Manager" control panel.



MICRODRIVE

Removable Disk Icon
(example shown representing:
IBM 340MB microdrive)

Note: Files contained within a card can
be accessed by double-clicking on the
cards respective icon.

Formatting cards (Macintosh)

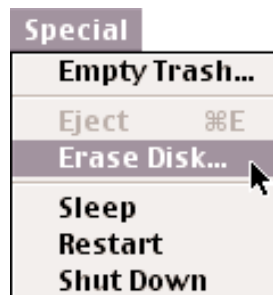
There may be instances where you may wish to format a card in the Microtech ZiO! rather than in the original digital device (camera, MP3 player, etc.). There may also be times when you may be required or prompted to format your card. As such, please read the information in this section for information on formatting either CompactFlash, MultiMediaCard / Secure Digital, SmartMedia, or Memory Stick cards.

WARNING: *Formatting a card will completely erase all data currently stored on the card. If there are important images or files you wish to safeguard for later use, make a backup copy on your hard drive, CDR drive, or other type of removable media.*

Formatting CompactFlash, MultiMediaCard, Secure Digital, and Memory Stick cards:

NOTE: Screenshots below may vary slightly from those on your computer.

1. Select the **"Erase Disk"** command in the "Special" menu (as shown below).



2. As formatting a card will completely erase any data currently stored on the card, a dialog box will appear asking if you wish to completely erase the card as shown below. Click **"Erase"** to begin formatting the card. Or, click **"Cancel"** if you do not wish to format the card.



Formatting cards (Macintosh - continued)

Formatting SmartMedia cards:

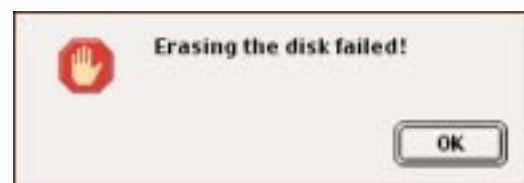
Unlike CompactFlash, MultiMediaCard, Memory Stick and Secure Digital cards, SmartMedia cards cannot be formatted on a Macintosh using the ZiO! SmartMedia reader. SmartMedia cards should be formatted on the device they are being used with (such as a digital camera, an MP3 player, or a handheld PC equipped with a SmartMedia slot). If you attempt to format a SmartMedia card using the **"Erase Disk"** command in the "Special" menu (shown below - left) you will first see a dialog asking if you wish to completely erase the card (below - right). Click **"Cancel."**



If you click **"Erase,"** a message will appear advising that SmartMedia formatting is not supported. Click **"OK."**

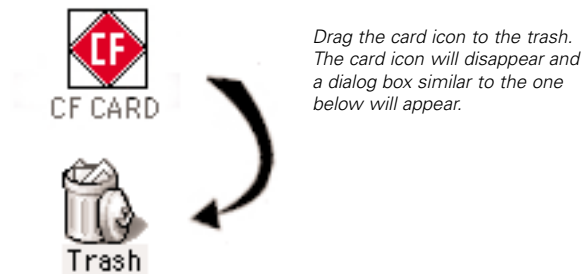


You will then receive a message advising that the formatting (erase) attempt failed. Click **"OK"** and format the card in your digital device.



Removing a card (Macintosh)

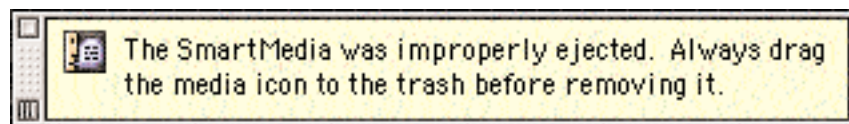
1. Make sure that the "Access/Power" indicator is not flashing. The access indicator will flash when data is being read or written on the card. Wait until the operations are complete and the access indicator is no longer flashing before attempting to remove the card. Removing a card during access operations will cause the data to be lost or corrupted.



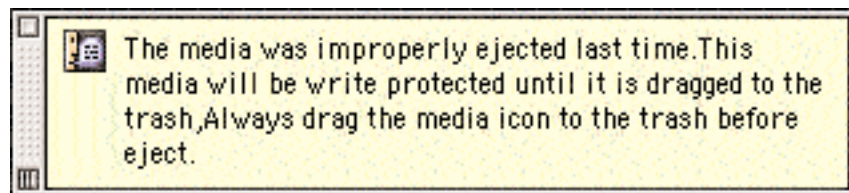
2. Drag the card icon and drop it onto the trash icon as shown above. The card icon will disappear from the desktop. A dialog box similar to the one below will appear. It is now safe to remove the card. To remove a card, grasp the end of the card with your thumb and index fingers, and remove the card from the slot.



WARNING: Do not remove a mounted card without first dragging the card icon to the trash. You may risk the chance of corrupting data stored on your card if removed improperly. If removed improperly, a warning message may appear on the screen - warning you that the media was not properly ejected.



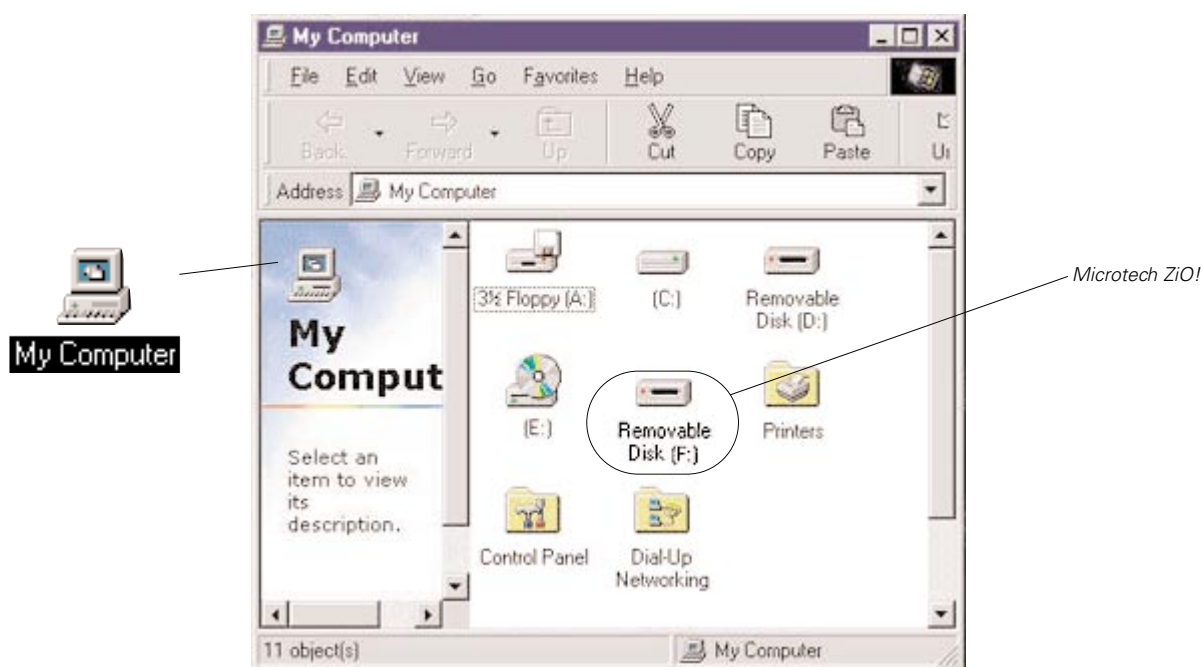
For ZiO! CompactFlash Reader owners, a second warning message may also appear (similar to the one shown below) when media is re-inserted into the ZiO!.



Inserting and accessing a card (PC)

With a PC compatible computer, running Windows (98, 2000, or ME), an icon will appear under "My Computer" as a "Removable Disk" with a newly assigned drive letter (see the illustration below) . Double-click on the icon to open the drive. If media is not inserted while double-clicking the icon, the message "Device not ready" or "Please insert a disk" will appear. Insert a card and try accessing the drive again. Once you have opened the drive, the contents of the media card will be displayed. This is how you will access the images or data stored on your media.

NOTE: Digital cameras will usually create a folder on the digital media card which contains your digital images. To access the digital images, you must first open the folder or folders and click on the icon or icons representing the digital image or images you wish to view.



Formatting Cards (PC)

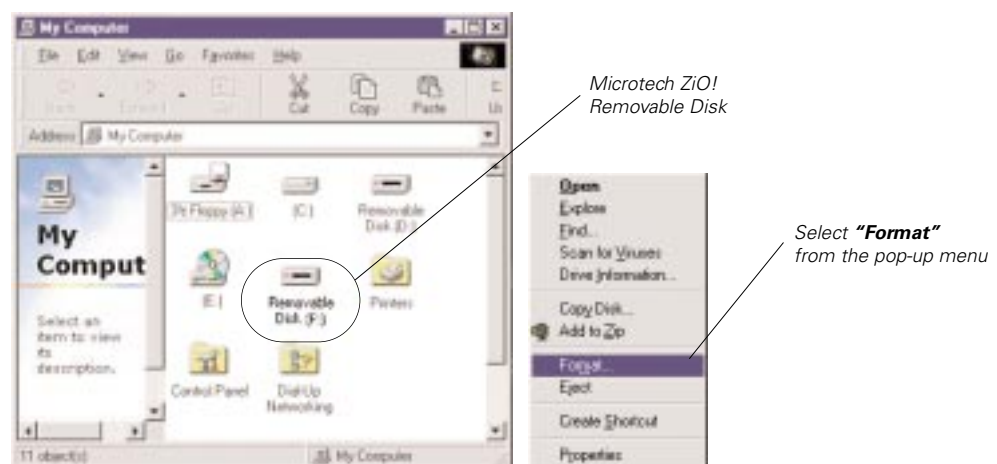
There may be instances where you may wish to format a card in the Microtech ZiO! rather than in your original digital device or when the format option is not present. There may also be times when you may be required or prompted to format your card. As such, please read the information in this section for information on formatting cards.

WARNING: *Formatting a CompactFlash, SmartMedia, MultiMediaCard / Secure Digital, or Memory Stick card will completely erase all data currently stored on the card. If there are important images or files you wish to safeguard for later use, make a backup copy on your hard drive, CDR drive, or other type of removable media.*

Formatting CompactFlash, MultiMediaCard, Secure Digital, SmartMedia, or Memory Stick cards:

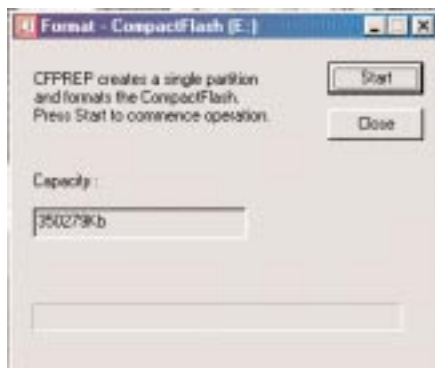
NOTE: If you have not installed the drivers for your ZiO! reader or if driver installation is not required; you may format the media using the standard Windows operating system format option only

This can be done by right-clicking the **"Removable Disk"** icon (drive letter will be assigned) located in "My Computer" and selecting **"Format"** from the pop-up window. Follow instructions as prompted. Formatting your media using the standard Windows format option conforms only to Windows operating system specifications



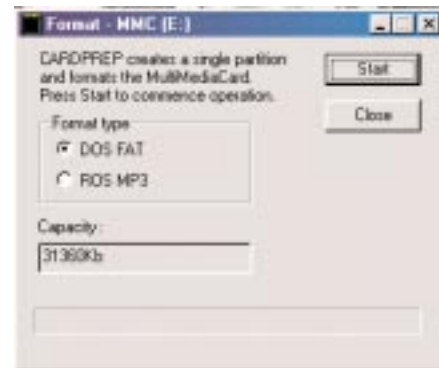
If you have installed the driver software and utility for your ZiO! reader, proceed with format using the following steps:

1. Click on the **"Start"** button located in the lower left hand corner of your desktop and select **"Programs"** from the pop-up menu.
2. This will display a list of the programs installed on your computer. From the list of programs select your ZiO! reader. Depending on which ZiO! you have purchased and installed, the listings will be different. For example, if you have installed the ZiO! CompactFlash, select **"ZiO! CompactFlash Reader"** from the programs list.
3. Once you have selected your ZiO! model you will notice there is a media prep utility for that specific media type (i.e. CFPREP, SMPREP, CARDPREP, and MSPREP). Select the media prep utility that pertains to your model ZiO! You will see a message similar to one of the examples shown below.



ZiO! - CompactFlash format screen:

The CFPREP Utility will create a single formatted partition on your CompactFlash card - no other formatting options are available.



ZiO! - MultiMediaCard / Secure Digital format screen:

The CARDPREP Utility for your MultiMediaCard or Secure Digital cards, provides two format options. In general, select the "DOS FAT" option to format your card. However, in some instances owners of MP3 players may be required to format a card in "ROS MP3" format. Consult the manufacturer of your MP3 device to find out if it uses this file format.



ZiO! - SmartMedia format screen:

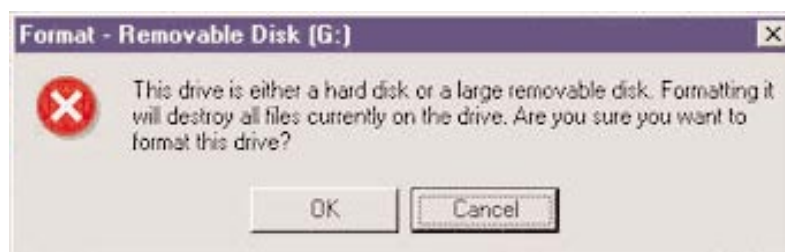
The SMPREP Utility provides two format options for your SmartMedia card. The "Quick" format option is selected by default, and recommended for general use to erase data on your SmartMedia card. If you experience problems with your SmartMedia, you may wish to select the "Full" format option to completely erase and scan your SmartMedia card for any bad data blocks.



ZiO! - Memory Stick format screen:

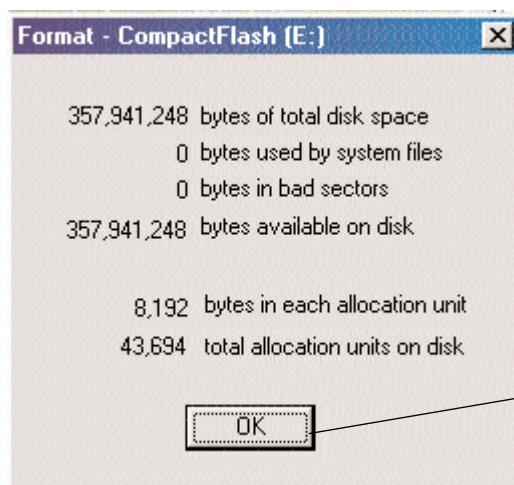
The MSPREP utility provides two format options for your Memory Stick card. The "Quick" format option is selected by default, and recommended for general use to erase data on your Memory Stick, if you experience problems with your Memory Stick you may wish to select the "Full" format option to completely erase and scan your Memory Stick for bad data blocks.

4. Click **"Start"**. A dialog box similar to the example shown below will appear warning that you are about to erase everything on the media.



5. Click **"OK"** to proceed. This will format the media, bringing up a format status screen until the format completion.

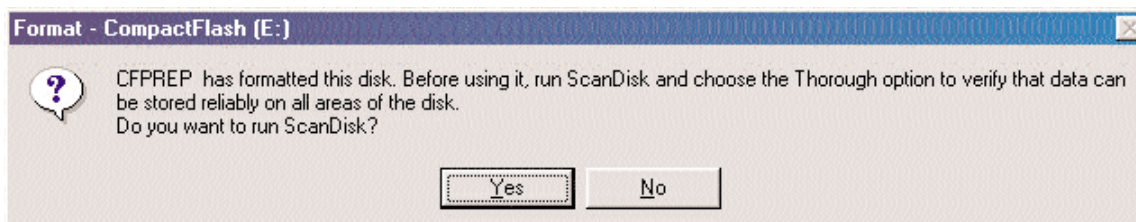
6. Click **"OK"**. Formatting is now complete.



Click **"OK"** to finish the format.

IMPORTANT NOTE for CompactFlash and MultiMediaCard / Secure Digital, and Memory Stick ZiO! owners:

After formatting MultiMediaCard, Secure Digital, Memory Stick, and CompactFlash cards, a dialogue box (similar to the one below) will appear recommending that you run the "ScanDisk" Utility. If you are experiencing problems with your card you may wish to click **"Yes"** to verify that data can be stored reliably on all areas of your card. However in day-to-day use clicking **"No"** will suffice.



7. Finally, click **"Close"** on the ZiO! format screen to exit the formatting utility.

Removing a card (PC)

- 1.** Make sure that the "Access/Power" indicator is not flashing. The access indicator will flash when data is being read or written on the card. Wait until the operations are complete and the access indicator is no longer flashing before attempting to remove the card. Removing a card during access operations will cause the data to be lost or corrupted.
- 2.** To remove a card, grasp the end of the card with your thumb and index fingers, and remove the card from the slot.

USER'S MANUAL

ZiO!™

Troubleshooting

your Microtech ZiO!

Common Trouble Shooting Questions
and Answers



CONTENTS



HELP



CONTACT



BACK



NEXT

Troubleshooting your Microtech ZiO!

Installation and use of the Microtech ZiO! is relatively easy and normally should not produce complications. However, if you are experiencing difficulties with your ZiO!, please refer to the following troubleshooting guide for a possible solution. Additional tips and solutions as well as product information can be found on our web site: www.microtechint.com. If the problems persist after trying the solutions provided below and on our web site, please contact our technical support department.

1. I connected my ZiO! to my computer's USB port and was unable to find the appropriate drivers during installation. What do I do?

PC Compatible:

Prior to connecting the ZiO! to your computer's USB port, you must first install the ZiO! driver software (if required). The Memory Stick ZiO! as well as the MultiMediaCard/Secure Digital ZiO! do not require driver installation on Windows Me and Windows 2000. The CompactFlash ZiO! as well as the SmartMedia ZiO! require driver installation on all Windows operating systems. The software for Windows 98, Me, and 2000 is located on the accompanying installation CD-ROM. Please refer to the section titled "Installing the driver software" for installation instructions.

Macintosh:

Prior to connecting the ZiO! to your computer's USB port, you must first install the ZiO! driver software (if required). The Memory Stick ZiO! as well as the MultiMediaCard/Secure Digital ZiO! do not require driver installation on Mac OS 9.x and greater. The CompactFlash ZiO! as well as the SmartMedia ZiO! require driver installation on Mac OS 8.5 and greater. The software for Mac OS 8.5-9.x is located on the accompanying installation CD-ROM. Please refer to the section titled "Installing the driver software" for installation instructions.

- 2. I have installed the ZiO! drivers and have the ZiO! plugged into my USB port, but when I insert my digital media card nothing happens.**

PC Compatible:

The Microtech ZiO! is a digital card reader/writer that is accessed as a removable disk. In order to access the digital images or data stored on your media card, you must access the ZiO! through it's "Removable Disk" icon. This can be done by first double-clicking on the **"My Computer"** icon located on your Windows desktop. This will open the "My Computer" window. Here you will see a **"Removable Disk"** icon (drive letter will also be assigned) representing your ZiO!. Now double-click on the "Removable Disk" icon to display the contents of the media inserted in your ZiO!. This is where your digital images or data will be located.

Digital cameras will usually create a folder on the digital media card, which will contain your digital images. Depending on the digital camera you have, the folder names will vary. Double-click on the respective folder name to access the digital images contained within. You can create a preview by double-clicking on one of the image icons.

Macintosh:

Once a card is inserted on a Macintosh, a distinct icon will appear on the Mac OS desktop. This is the "mounted" state which enables read and write operations for the media. Opening the media icon will allow you access to the images stored on your respective media card. Depending on the media used, the time it takes a media card to mount may vary.

3. I have inserted my media card into my ZiO!, but I am unable to access my data. What do I do?

If you are using a SmartMedia card, make sure that you have inserted the SmartMedia card into the ZiO! with the gold contacts facing down and the ZiO! label facing upwards. For more information regarding inserting your SmartMedia, please refer to the section titled "Inserting a SmartMedia Card" in the user's guide

If you are using MultiMediaCard or Secure Digital cards, make sure that you have inserted the card with the gold contact facing down and the ZiO! label facing upwards. For more information regarding inserting your MultiMediaCard or Secure Digital card, please refer to the section titled "Inserting a MultiMediaCard or Secure Digital card" in the user's guide.

If you are using a CompactFlash card or Microdrive, make sure that you are inserting the media with the media label up and CompactFlash connectors inserted into the ZiO! first. For more information regarding inserting CompactFlash card or Microdrive, please refer to the section titled "Inserting a CompactFlash card" in the user's guide.

If you are using a Memory Stick card, make sure that you are inserting the media with the gold contacts facing down and the ZiO! label facing upwards. For more information regarding inserting Memory Stick cards, please refer to the section titled "Inserting a CompactFlash card" in the user's guide.

- 4. I can see the images on my media inserted in the ZiO!, but how do I download them to my computer.**

PC Compatible:

Images and data can be downloaded or transferred to your computer using basic Windows file transfer techniques. Two of such techniques are drag and drop as well as copy and paste.

For information on both drag and drop as well as copy and paste, please refer to your windows help file under the "Start" button located in the lower left corner of your Windows desktop. Once you have opened "Windows Help", begin by clicking on the **"Index"** tab. This will display the contents of the "Windows Help". Now scroll down to and double click on **"copying files, folders"**.

Macintosh:

When a card is mounted, it can be used in the same fashion a floppy or removable disk. Double-click on the icon to open its respective file window. Once you have opened the file window, holding down the option key, drag and drop the desired images from the media to a location of your choice.

- 5. I am trying to write to my Memory Stick card, but I am getting an error that the Memory Stick is write protected or locked.**

Please make sure that the lock tab located on the bottom of the Memory Stick media is not in the lock position.

USER'S MANUAL

ZiO!™

OBTAINING Technical Support

Contacting Technical Support — 

Returning products for service — 

Limited Warranty — 



Contacting Technical Support

The Microtech ZiO! is relatively easy to maintain and operate and normally should not produce complications. However, if you need assistance or have questions of any kind, our trained staff members are ready to help. Our Technical Support Department can be reached via e-mail at tech@microtechint.com or by calling 800-666-9689 or 203-483-9402 from 8:00 a.m. to 6:00 p.m. (EST), Monday through Friday. In the UK, please contact local support at +44 118 979 1026. We recommend calling when near to your computer with your product to facilitate troubleshooting. Helpful information can also be obtained 24 hours a day from our web site: www.microtechint.com.

Click here to
visit Technical
Support Online

Returning products for service

When calling for support, if a Technical Support specialist recommends that you return the product to Microtech, the Technical Support specialist will transfer you to Customer Service for a **Return Merchandise Authorization (RMA)** number. The RMA number **must** appear on the outside of your shipping carton. Our Receiving Department will refuse any package that does not carry an RMA number. Pack the Microtech ZiO! in its original box. Be certain that it fits snugly and is surrounded with the original packing material.

- Improper packing can result in damage to the device, and may result in voiding the warranty.
- We will not accept an improperly packaged device.

You are responsible for paying the cost of shipping the device in for repair; we will pay the return shipping on any Warranty RMA. Be sure to include the RMA number on the outside of the box. Please ship the device to:

SCM Microsystems, Inc.
Retail Brands Group
20 Carter Drive
Guilford, CT 06437 USA



CONTENTS



HELP



CONTACT



BACK



NEXT

SCM Microsystems, Inc. LIMITED WARRANTY

SCM Microsystems, Inc. warranty obligations are limited to the terms set forth below:

SCM Microsystems, Inc., Retail Brands Group, ("The Company") warrants this product against defects in material and workmanship for a period of one (1) year from the date of original retail purchase.

This limited warranty is made only to the original end user purchaser ("you") of the product and does not extend to any subsequent purchasers or owners of the product. The "original end user" is the first user to put the product into service in any fashion, but the term "original end user" shall exclude dealers. Dealers shall not be entitled to the benefits of the limited warranty.

It is your responsibility to establish the warranty period by verifying the original purchase date. Accordingly, to avoid dispute, you should return the warranty card within ninety (90) days after the date of purchase.

If you discover a defect, The Company will, at its option, repair or replace this product with a new or reconditioned product at no charge to you, provided you return it during the warranty period, with transportation charges prepaid. (You can obtain additional information by contacting a Customer Service Representative at the telephone number printed on the certificate.) In the event that an alternate product is unavailable, The Company will refund the cost of goods at a pro-rated amount. To each product returned for warranty service, please attach your name, address, telephone number, and a copy of the bill of sale bearing the appropriate serial numbers as proof of date of original retail purchase, as well as a detailed description of the problem for which service is requested. Prior to returning the product, you must obtain from The Company a Return Merchandise Authorization Number (RMA#). You are responsible for packaging the product to be returned, and should take care that the product is packed in its original packaging. If the repairs are covered by the Limited Warranty and if the product was properly shipped to The Company, The Company will pay the return shipping charges.

This warranty applies only to hardware products manufactured by The Company that can be identified by The Company's trademark, trade name, or logo affixed to them. This warranty does not cover: damage resulting from accident, misuse, abuse, or neglect and/or damage during any type of transportation resulting from improper packaging; damage to any product which has been altered in any fashion, including the alteration or removal of any serial number; damage resulting from causes other than product defects, including and not by way of limitation, lack of technical skill, competence, or experience of the user, and/or failure to use the product in accordance with the instructions provided in the User's Manual; and service performed by an unauthorized person or entity.

All computer software either sold and/or licensed to a purchaser or user is done so on an "as is" basis. The only warranties relating to such software, if any, are provided by the Master Licensor of such software and are set forth in the User's Manual. The entire risk as to the quality and performance of such software is with the purchaser or user. Should such software prove defective following its purchase the purchaser or user, as the case may be (and not The Company) assumes the entire cost of all necessary servicing or repair.

Any implied warranties including fitness for use and merchantability are limited in duration to the period of the expressed warranty set forth above. The remedies provided under this warranty are exclusive and in lieu of all others.

The Company hereby expressly disclaims liability and shall not be responsible for incidental, consequential and contingent damages of any kind or nature, including, without limitation: damages to persons or property, whether a claim for such damages is based upon warranty, contract, tort or otherwise; damages due to or arising out of the loss of data; or lost profits.

The Company shall not be responsible for any damages caused by the presence of error or omission in any so-called "foreign language version" of its manuals, instructions or related materials.

SCM Microsystems, Inc., Retail Brands Group — 20 Carter Drive — Guilford, CT 06437 USA — 203-483-9402



USER'S MANUAL

ZiO!™

HOW-TO

Contact Us

Microtech™ is a quality retail brand of digital connectivity solutions from SCM Microsystems, Inc. Microtech digital connectivity solutions include an extensive line of readers, media and connectivity products for a wide range of digital device applications.

SCM Microsystems, Inc. is a leading supplier of solutions that open the Digital World by enabling people to conveniently access digital content and services. SCM Microsystems advanced silicon solutions, hardware and software enable secure exchange of electronic information for digital applications from e-commerce to broadband content delivery by providing controlled access points to platforms such as PCs, digital camera, and digital television set-top boxes. SCM Microsystems, Inc. serves the retail market through its Dazzle and Microtech product brands. Global headquarters are in Fremont, Calif., with European headquarters in Pfaffenhofen, Germany. Operations for the company's Retail Brands Group are in Guilford, CT.

Operating hours are Monday through Friday from 8:00a.m. to 6:00p.m. (US. Eastern Standard Time).

SCM Microsystems, Inc.
Retail Brands Group
20 Carter Drive
Guilford, 06437 USA

Tel: 800-666-9689 (Toll free USA only)

Tel: +203-483-9402

Tel: +44 118 979 1026 (UK only)

Fax: +800-570-9542

Fax: +203-483-5985

Web site: <http://www.microtechint.com>

E-mail: tech@microtechint.com



CONTENTS



HELP



CONTACT



BACK



NEXT

Copyright Information

The contents of this manual are copyrighted by SCM Microsystems, Inc. and may not be reproduced in whole or in part without written permission of SCM Microsystems, Inc. The same proprietary and copyright notices must be affixed to any permitted copies as were affixed to the original. This exception does not allow copies to be made for others, whether or not sold, but all of the material purchased (with all backup copies) may be sold, given or loaned to another person. Under the law, copying includes translating into another language or format. You may use the software on a single computer owned by you and extra copies cannot be made.

Third-party products mentioned are in most cases for informational purposes only and constitute neither an endorsement nor a recommendation. SCM Microsystems, Inc. assumes no responsibility with regard to the performance or use of the products.

Product specifications and information contained herein are subject to change without notice.

© Copyright 2001 SCM Microsystems, Inc. All rights reserved. Manual version 3.0 — 08.11.01 SYS-JB

Trademarks

Microtech and the Microtech insignia are registered trademarks of SCM Microsystems, Inc.

CameraMate™, Digital FlashFilm, Compact FlashFilm, DPA Drives, and the DPA logo are trademarks of SCM Microsystems, Inc.

Microsoft, Windows, the Windows Logo, and MS-DOS are registered trademarks of Microsoft Corporation.

Apple, Macintosh, and Mac OS are registered trademarks of Apple Computer, Inc.

Mac and iMac are trademarks of Apple Computer, Inc.

CompactFlash™ is a trademark of SanDisk Corp. and is licensed royalty-free to the CFA (CompactFlash™ Association) which in turn will license it royalty-free to CFA members.

Memory Stick™ and MagicGate™ are trademarks of Sony Corp Corporation.

All other company names and product names are trademarks or registered trademarks of their respective owners.

For more information contact:

SCM Microsystems, Inc.

Retail Brands Group

20 Carter Drive

Guilford, 06437 USA

Tel: 800-666-9689 (Toll free USA only)

Tel: +44 118 979 1026 (UK only)

Tel: +203-483-9402

Fax: +800-570-9542

Fax: +203-483-5985

Web site: <http://www.microtechint.com>

E-mail: tech@microtechint.com



CONTENTS



HELP



CONTACT



BACK



NEXT